

Massillon City Health Department 2019-2020 QI Project: Eliminating FSO/RFE Inspection Administration Time

Plan

Identify an Opportunity and Plan

Aim Statement

By March 1st, 2020, FSO/RFE inspection administration time will be eliminated from the inspection process.

Examine the current approach

Currently the Registered Sanitarian completes a paper inspection report that is then entered into Health District Information System (HDIS) by clerical staff. This process is a duplication of the Registered Sanitarian's work, which is inefficient use of clerical staff time decreasing overall productivity.

This project will examine how the implementation of a new database, HealthSpace, will eliminate duplication of work thus increasing productivity and decreasing overall administrative time and cost to the Health Department. The administration time will be monitored pre and post HealthSpace initiation.

Collect Baseline Data

Baseline data was collected to assess the average administration time each inspection report required to be entered into HDIS. Data was collected and available to assess pre/post trends. See data on in Table 1 reflecting data administration time pre and post.

Identify potential solutions

By implementing a new database, inspection administration time will be eliminated from the overall inspection process.

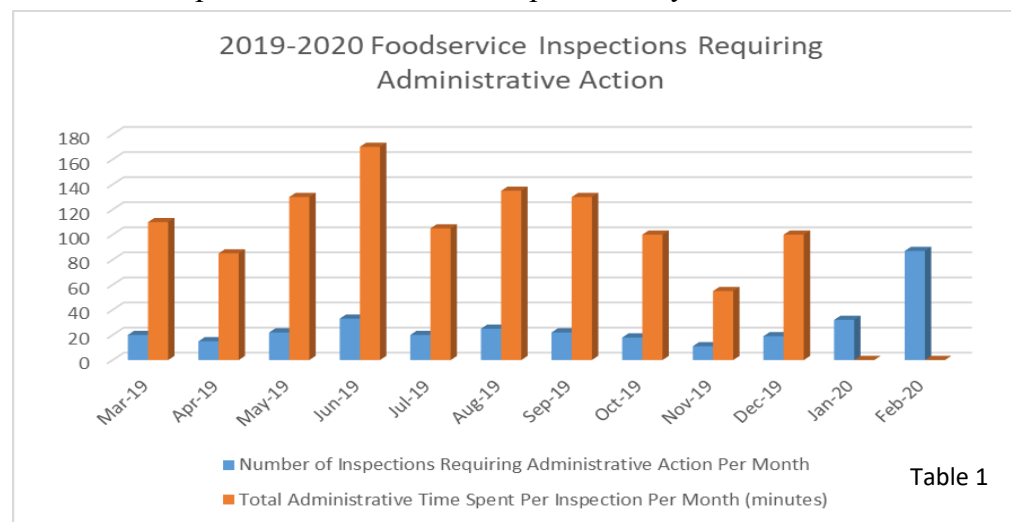
Develop an Improvement Theory

If HDIS was a more up to date, efficient database for FSO/RFE inspection reports, the Health Department would not have implemented a new database.

Study

Use Data to Study Results of the Test

The new database initiated on January 1st, 2020 has eliminated inspection administration time, which has helped increase clerical staff productivity.



Do

Test the Theory for Improvement

Test the theory

Inspection administration time will be eliminated once HealthSpace is initiated.

Collect and Document

Data

Average inspection administration time from March 1, 2019 to March 1, 2020 were gathered and are shown in attached Table 1.

Act

Standardize the Improvement and Establish Future Plans

HealthSpace will be utilized for other Environmental Programs including tattoos/body arts, nuisances, pools, and rabies. This will allow the Environmental Division to have electronic records for all programs.

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